

BEFORE THE
ILLINOIS COMMERCE COMMISSION

CLAY COUNTY, ILLINOIS) DOCKET NO.
) 04-0520
)
Petition for Approval of a)
9-1-1 Emergency Telephone)
Number System.)

Springfield, Illinois
October 13, 2004

Met, pursuant to notice, at 3:00 P.M.

BEFORE:

MR. LARRY JONES, Administrative Law Judge

APPEARANCES:

MS. KIM DILLARD
Clay County 9-1-1 Coordinator
123 North Locust Street
Flora, Illinois 62839

(Appearing on behalf of Petitioner)

MS. STACY ROSS
9-1-1 Program
527 East Capitol Avenue
Springfield, Illinois 62701

(Appearing on behalf of Staff of the
Illinois Commerce Commission)

SULLIVAN REPORTING COMPANY, by
Carla J. Boehl, Reporter
Ln. #084-002710

1 APPEARANCES: (Cont'd)

2 MS. DEBORAH PRATHER
3 1312 East Empire Street
4 Bloomington, Illinois 61701

5 (Appearing on behalf of Verizon North
6 Incorporated)

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I N D E X

<u>WITNESSES</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
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DEBORAH PRATHER

Statement

7

By Ms. Ross

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KIM DILLARD

By Judge Jones

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STACY ROSS

Statement

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I N D E XEXHIBITSMARKEDADMITTED

Clay County 1, 2, 3, 4

4

17

PROCEEDINGS

(Whereupon Clay County Exhibits 1, 2,
3 and 4 were marked for
purposes of
identification as of
this date.)

JUDGE JONES: Good afternoon. I call for
hearing Docket Number 04-0520, Clay County,
Illinois, petition for approval of a 9-1-1 Emergency
Telephone Number System.

At this time we will ask the parties to
enter your appearances orally for the record. First
we will take the appearances on behalf of the
Petitioner Clay County, Illinois. So would you
state your name for the record, please?

MS. DILLARD: Kim Dillard.

JUDGE JONES: Could you spell your first and
last name for the court reporter?

MS. DILLARD: Kim, K-I-M, Dillard, it's
D-I-L-L-A-R-D.

JUDGE JONES: And what is your business
address?

1 MS. DILLARD: 123 North Locust Street, Flora,
2 62839.

3 JUDGE JONES: Do you have an e-mail address?

4 MS. DILLARD: Yes.

5 JUDGE JONES: Could you give us that, please?

6 MS. DILLARD: It's clyco911@bspeedy.com.

7 JUDGE JONES: Ms. Reporter, could you read that
8 e-mail address back to make sure we have it?

9 (Whereupon the
10 requested portion was
11 then read back by the
12 Reporter.)

13 JUDGE JONES: And what was that zipcode again?

14 MS. DILLARD: 62839.

15 JUDGE JONES: What is your title or capacity?

16 MS. DILLARD: 9-1-1 Coordinator.

17 JUDGE JONES: Thank you. Commission Staff?

18 MS. ROSS: Stacy Ross, R-O-S-S, 527 East
19 Capitol Avenue, Springfield, Illinois 62701.

20 JUDGE JONES: What is your business phone
21 number?

22 MS. ROSS: 524-4228.

1 JUDGE JONES: Thank you. Ms. Prather?

2 MS. PRATHER: Representing Verizon North
3 Incorporated, Deborah Prather, D-E-B-O-R-A-H,
4 P-R-A-T-H-E-R. My business address is 1312 East
5 Empire Street, Bloomington, Illinois 61701.
6 Business telephone number is (309) 663-3222, e-mail
7 address is deborah.prather@verizon.com.

8 JUDGE JONES: Thank you. Are there any other
9 appearances? Let the record show there are not.

10 I believe everybody is ready to proceed.
11 Ms. Ross, you are going to have some questions for
12 the other two persons, is that correct?

13 MS. ROSS: Just for Verizon.

14 JUDGE JONES: At this time why don't we go
15 ahead and have everyone stand to be sworn as a
16 witness or possible witness. Please raise your
17 right hands to be sworn.

18 (Whereupon the Witness
19 was duly sworn by Judge
20 Jones.)

21 JUDGE JONES: Would you have the additional
22 documents Ms. Dillard is going to sponsor -- but if

1 you want to go ahead and ask your questions of
2 Ms. Prather first, that's fine. We can do it in
3 whatever sequence you would like.

4 MS. ROSS: That's fine. I can do that.

5 JUDGE JONES: So, Ms. Prather, Ms. Ross has
6 some questions for you, so would you identify
7 yourself this time as a witness and we will get to
8 those questions?

9 DEBORAH PRATHER

10 called as a Witness on behalf of Verizon North
11 Incorporated, having been first duly sworn, was
12 examined and testified as follows:

13 STATEMENT

14 BY MS. PRATHER: It's Deborah, D-E-B-O-R-A-H,
15 Prather, P-R-A-T-H-E-R, representing Verizon North
16 Incorporated.

17 JUDGE JONES: You are the same Ms. Prather who
18 entered an appearance a couple minutes ago, is that
19 right?

20 MS. PRATHER: That's right, yes.

21 JUDGE JONES: Ms. Ross, you have some
22 questions?

1 MS. ROSS: Sure. I am going to run through
2 this list as usual.

3 CROSS EXAMINATION

4 BY MS. ROSS:

5 Q. Okay. Are the exchanges and prefixes which
6 are identified in Exhibit 5 of the Petitioner's
7 application a true representation of those in the
8 proposed 9-1-1 system?

9 A. Yes, they are.

10 Q. And what are the features associated with
11 this system?

12 A. ANI, ALI and selective routing.

13 Q. How many 9-1-1 PSAP trunks will be
14 provisioned for the primary PSAP?

15 A. Four.

16 Q. And how many for the back-up PSAP?

17 A. Two.

18 Q. And what type of trunking arrangements will
19 be used with this system?

20 A. A combination of direct and tandem.

21 Q. Do you believe that the proposed network
22 diagram provides a required trunking configuration?

1 A. Yes.

2 Q. Will the telephone company's pay telephones
3 within the 9-1-1 system's boundaries provide
4 coin-free dialing?

5 A. Yes, Verizon's will.

6 Q. And will your company be placarding the
7 payphones to state 9-1-1 service is available?

8 A. Yes, all of them are currently placarded
9 saying that.

10 Q. Will alternate routing be utilized?

11 A. Yes, it will.

12 Q. Are there any remote central offices within
13 the proposed 9-1-1 system?

14 A. Yes, there are several remote offices.
15 Verizon's offices are capable of standing alone.
16 And I believe the other participating carriers'
17 offices are, but I don't know that a hundred percent
18 sure.

19 Q. During and after hours how are PSAP
20 personnel to contact your company if a problem
21 occurs?

22 A. They are to contact a 24 by 7 repair number

1 that is distinguished for 9-1-1 repair calls.

2 Q. Will the telephone company personnel advise
3 PSAP personnel regarding 9-1-1 outages, testing of
4 equipment and lines or maintenance of 9-1-1 lines?

5 A. Yes.

6 Q. Will the telephone company train
7 appropriate employees and use practices just
8 described?

9 A. Yes.

10 Q. Will the telephone company equipment
11 operate and tolerate power fluctuations and
12 interruptions?

13 A. Yes, it will.

14 Q. Will the 9-1-1 system be inoperable at any
15 time due to maintenance programs or for any other
16 reason?

17 A. No.

18 Q. Will all the company's call boxes be
19 equipped with intrusion alarms?

20 A. Yes, they are.

21 Q. Can the data base be queried by dispatchers
22 or any other person?

1 A. Yes, the data base can be queried. It is a
2 feature that the PSAP management has control over
3 who they want to have access to that.

4 Q. Where is the data base located?

5 A. It is located at Verizon's central office
6 in Olney, Illinois.

7 Q. Is the data base complete?

8 A. Yes, it is.

9 Q. Does the data base have a one percent or
10 less error ratio?

11 A. Yes, it does.

12 Q. And how often is the data base updated?

13 A. The data base is updated daily, Monday
14 through Friday.

15 Q. Is the data base backed up anywhere?

16 A. Yes, it is backed up at our Temple Terrace,
17 Florida, location and also at Long Beach,
18 California.

19 Q. And when is the 9-1-1 system planned to be
20 on line?

21 A. January of 2005.

22 Q. And does the company feel that the county

1 will be able to go on line at that time?

2 A. Yes, it does.

3 MS. ROSS: That's all the questions I have for
4 Verizon.

5 JUDGE JONES: Thank you, Ms. Prather.

6 (Witness excused.)

7 KIM DILLARD

8 called as a Witness on behalf of Petitioner, having
9 been first duly sworn, was examined and testified as
10 follows:

11 EXAMINATION

12 BY JUDGE JONES:

13 Q. Ms. Dillard, would you state your name for
14 the record, please.

15 A. Kim Dillard. It's K-I-M D-I-L-L-A-R-D.

16 Q. And what is your title or capacity?

17 A. 9-1-1 Coordinator.

18 Q. Is that for the Clay County Emergency
19 Telephone System Board?

20 A. Yes.

21 Q. Did you prepare eleven pages of written
22 questions and answers?

1 A. Yes.

2 Q. Is Clay County Exhibit Number 1 a copy of
3 those questions and answers?

4 A. I have one.

5 Q. Is Clay County Exhibit Number 1 a copy of
6 those questions and answers?

7 A. Oh, yes.

8 Q. And if you were to be asked those same
9 questions and answers out loud today, would your --
10 I am sorry. Let me ask that again. If you were to
11 be asked those same questions today, would your
12 answers be the same as they are written?

13 A. Yes.

14 Q. Did you prepare a revised narrative
15 statement also?

16 A. Yes, I did.

17 Q. Is Clay County Exhibit 2 a copy of that
18 revised narrative statement?

19 A. Yes.

20 Q. How does the revised narrative statement
21 marked as Exhibit 2 differ from the narrative
22 statement that was supplied with your application?

1 A. On page 7 of the narrative where we discuss
2 the testing process, that has been changed.
3 Originally it had stated that the local dispatchers
4 were going to go out and do our test calls, and now
5 we are calling each resident, asking them to call
6 back.

7 Q. Is that the only change?

8 A. Yes.

9 Q. Did you also prepare a revised
10 questionnaire?

11 A. Yes.

12 Q. Has a copy of that been marked as Clay
13 County Exhibit Number 3?

14 A. Yes.

15 Q. What changes were made in the questionnaire
16 compared to the one that was supplied with the
17 application?

18 A. On Question 31 it asks to please provide a
19 detailed testing plan. It explains how we will test
20 the 9-1-1 network and data base. That has changed
21 from what the narrative states now.

22 Q. Did you also prepare for the hearing a

1 document called Clay County E9-1-1 Call Testing
2 Protocol for Physical Verification?

3 A. Yes.

4 Q. Is a copy of that marked as Clay County
5 Exhibit Number 4?

6 A. Yes.

7 Q. What is the purpose of Exhibit Number 4?

8 A. It was the dispatchers that were going to
9 be doing the test calls. This is the protocol that
10 they had to follow in order to do our testing on our
11 data base.

12 Q. Do you have a copy of your application in
13 front of you?

14 A. Yes.

15 Q. Now, the narrative in that application has
16 actually been revised in the manner that you
17 described a few minutes ago, is that correct?

18 A. Yes.

19 Q. Referring to the narrative, Clay County
20 Exhibit Number 2, do you see a section of that
21 called Back-up PSAP?

22 A. Yes.

1 Q. Now, is it your testimony or your statement
2 that the Marion County E9-1-1 system will serve as
3 the Clay County backup PSAP?

4 A. Yes.

5 Q. Is the Marion County E9-1-1 system an
6 enhanced system?

7 A. Yes.

8 Q. Now, on the next page of the narrative
9 there is a discussion of no man's land and opting
10 out customers, is that correct?

11 A. Yes, sir.

12 Q. Now, in the plan the Clay County system
13 will be opting out approximately 80 customers in the
14 Farina exchange to the Marion County 9-1-1 dispatch
15 center, is that correct?

16 A. Yes.

17 Q. Why is that?

18 A. We did this for financial reasons. We
19 decided to opt out due to the cost. There were no
20 facilities between the Centralia SBC router and the
21 Olney Verizon router. The majority of the five
22 exchanges in Marion County which come off the

1 Centralia router --

2 Q. Could you go a little more slowly so the
3 court reporter gets all of these. Thank you.

4 A. I am sorry. In Franklin County, customers
5 back through the Olney router, there would need to
6 be leased facilities from the IXC carrier for those
7 customers and the cost would have been approximately
8 \$1,200 a month and it was too costly for Clay County
9 to endure that.

10 Q. Anyway, those customers will be served by
11 the Marion County system?

12 A. Yes.

13 Q. Is that the only opt out customers?

14 A. Yes.

15 Q. Will all telephone subscribers in Clay
16 County have access to 9-1-1 service either through
17 the Clay County system or the Marion County system?

18 A. Yes, sir.

19 JUDGE JONES: That's all the questions I have
20 for you. Thank you.

21 Let the record show that Clay County
22 Exhibits 1, 2, 3 and 4 are admitted into the

1 evidentiary record. Exhibit 2 is called Narrative
2 Statement. Exhibit 3 is called Questionnaire. It
3 consists of four pages. Exhibit 4, Call Testing,
4 consists of two pages.

5 (Whereupon Clay County Exhibits 1, 2,
6 3 and 4 were admitted
7 into evidence.)

8 JUDGE JONES: Ms. Ross, you do not have any
9 questions for Ms. Dillard, is that correct?

10 MS. ROSS: That is correct.

11 JUDGE JONES: Thank you, Ms. Dillard.

12 (Witness excused.)

13 Ms. Ross, are you ready to make a
14 recommendation in this case?

15 MS. ROSS: Yes.

16 JUDGE JONES: All right. Could you re-identify
17 yourself and proceed with your recommendation?

18 STACY ROSS

19 called as a Witness on behalf of Staff of the
20 Illinois Commerce Commission, having been first duly
21 sworn, was examined and testified as follows:

22 STATEMENT

1 BY MS. ROSS: Sure. Stacy Ross and I am with
2 -- I am with the 9-1-1 program at the Commerce
3 Commission.

4 Staff has reviewed the application and
5 found that it met all of the requirements necessary
6 to be granted authority to operate as an enhanced
7 9-1-1 system and sees no reason why the authority
8 shouldn't be granted.

9 JUDGE JONES: Thank you. I would note for the
10 record that the application as filed appears in the
11 e-Docket system. There may be very large documents
12 such as maps that have not been scanned in to the
13 e-Docket system, due to the size. The rest of the
14 documents that have been filed have been entered
15 into the e-Docket system as public documents. They
16 are accessible to the public on the e-Docket system.
17 Likewise, the documents presented today will be
18 treated in that manner.

19 If the Petitioner decides that some of
20 these documents are ones that it would like to see
21 treated as confidential or proprietary, the
22 Petitioner can make a motion for that relief prior

1 to the entry of an order in this matter. After
2 that, it would require a petition to do that.

3 Ms. Dillard, do you understand the process
4 there?

5 MS. DILLARD: Yes.

6 JUDGE JONES: Do you have any questions about
7 that or anything else to say about that at this
8 time?

9 MS. DILLARD: No.

10 JUDGE JONES: Does anyone have any questions or
11 further comments at this time before we close the
12 record?

13 Let the record show that this hearing is
14 concluded. This matter is hereby marked heard and
15 taken.

16 HEARD AND TAKEN

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